IN THE CLAIMS

Please amend the claims as follows.

1. (Currently Amended) A method of steering ~~a user~~ an end-user to a document needed by the end-user ~~user~~, the method including:

receiving from the end-user ~~user~~ a user query including language;

determining whether at least one feature in the user query language substantially matches at least concept feature associated with a concept in a plurality of concepts in a knowledge map that are pregrouped into a plurality of groups, and in which each concept includes at least one concept feature that is also in at least one document in a plurality of documents that are tagged to one or more of the concepts in the knowledge map, and in which each document that includes a concept feature is mapped to the concept that includes the concept feature; and

presenting to the end-user ~~user~~, if the at least one feature in the user query language substantially matches the at least one concept feature associated with a concept, at least one indication of at least one document associated with the at least one matched concept.

2. (Currently Amended) The method of claim 1, further including presenting to the end-user ~~user~~ at least one indication of the at least one matched concept.

3. (Currently Amended) The method of claim 1, further including:

presenting to the end-user ~~user~~ at least one indication of at least one related concept to the at least one matched concept;

receiving from the end-user ~~user~~ a selection of at least one related concept; and

presenting to the end-user ~~user~~ at least one indication of at least one document associated with the end-user-selected related concept.

4. (Currently Amended) The method of claim 3, in which the presenting to the end-user ~~user~~ at least one indication of at least one document associated with the end-user-selected related

concept includes presenting to the end-user ~~user~~ the at least one indication of the at least one document associated with both the end-user-selected related concept and the at least one matched concept.

5. (Currently Amended) The method of claim 4, further including presenting to the end-user ~~user~~ at least one indication of the at least one matched concept.

6. (Currently Amended) The method of claim 5, in which the presenting to the end-user ~~user~~ at least one indication of the at least one matched concept and the presenting to the end-user ~~user~~ at least one related concept to the at least one matched concept includes presenting to the end-user ~~user~~ a paired indication of: (1) a matched concept, and (2) a corresponding related concept.

7. (Original) The method of claim 3, further including ranking related concepts.

8. (Currently Amended) The method of claim 7, in which the presenting to the end-user ~~user~~ at least one indication of at least one related concept to the at least one matched concept includes presenting to the end-user ~~user~~ ranked indications of related concepts.

9. (Currently Amended) The method of claim 7, in which the ranking related concepts includes ranking using a number of times that that the related concept was previously-selected by at least one end-user ~~user~~.

10. (Currently Amended) The method of claim 9, further including promoting a related concept in the ranking if a previous selection by the at least one end-user ~~user~~ resulted in an inferred success in returning at least one relevant document.

11. (Original) A computer-readable medium for performing the method of claim 1.

12-24. (Cancelled)

25. (Currently Amended) A method of steering ~~a user~~ an end-user to a document needed by the end-user ~~user~~, the method including:

receiving from the end-user ~~user~~ a user query including language;

determining whether at least one feature in the user query language substantially matches at least one concept feature of at least one concept in a plurality of concepts in a knowledge map that are pregrouped into a plurality of groups, each concept including as evidence at least one concept feature;

presenting to the end-user ~~user~~, if the at least one feature in the user query language substantially matches the at least one concept feature associated with a concept, at least one indication of the at least one matched concept and at least one related concept to the at least one matched concept, the at least one related concept determined from a predefined correspondence relationship between the at least one matched concept and at least one related concept, the indication of the at least one related concept presented as corresponding to the at least one matched concept to which it is related; and

presenting to the end-user ~~user~~, if the at least one feature in the user query language substantially matches the at least one concept feature associated with a concept, at least one indication of at least one document associated with the at least one matched concept, the at least one document drawn from a plurality of documents that are respectively linked to one or more of the concepts in the knowledge map.

26. (Currently Amended) The method of claim 25, further including:

receiving from the end-user ~~user~~ a selection of at least one related concept; and

presenting to the end-user ~~user~~ at least one indication of at least one document associated with the at least one end-user-selected related concept.

27. (Currently Amended) The method of claim 26, in which the presenting to the end-user ~~user~~ at least one indication of at least one document associated with the at least one user-selected related concept includes presenting to the end-user ~~user~~ the at least one indication of the at least

one document that is associated with the at least one end-user-selected related concept and the at least one matched concept.

28. (Currently Amended) The method of claim 26, further including ranking related concepts, and in which the presenting to the end-user ~~user~~ at least one indication of at least one related concept to the at least one matched concept includes presenting to the end-user ~~user~~ ranked indications of related concepts.

29. (Currently Amended) The method of claim 28, in which the ranking related concepts includes ranking using a number of times that that the related concept was previously-selected by at least one end-user ~~user~~.

30. (Currently Amended) The method of claim 29, further including promoting a related concept in the ranking if a previous selection by ~~a user~~ an end-user resulted in an inferred success in returning at least one relevant document.

31. (Original) A computer-readable medium for performing the method of claim 25.

32-35. (Cancelled)

36. (Currently Amended) A method of steering an end-user ~~a user~~ to a document needed by the end-user~~user~~, the method including:

receiving from the end-user ~~user~~ a user query including language;

determining whether at least one feature in the user query language substantially matches at least one concept feature associated with a concept in a plurality of concepts in a knowledge map that are pregrouped into a plurality of primary groups, in which the primary groups include an Activities group, a Symptoms group, a Products group, and an Objects group, each concept including as evidence at least one concept feature that is also in at least one document in a plurality of documents that are tagged to one or more of the concepts in the knowledge map;

presenting to the end-user ~~user~~, if the at least one feature in the user query language substantially matches the at least one concept feature associated with a concept:

at least one indication of at least one related concept to the at least one matched concept; and

at least one indication of at least one document associated with the at least one matched concept.

37. (Original) The method of claim 36, in which the related concept is obtained from a derived group mapping relationships between primary group concept nodes from the same or different primary groups.

38. (Original) The method of claim 37, further including obtaining a related concept to the at least one matched concept from a derived group that includes at least one of:

an Activities and Objects group, including at least one relationship between an Activities concept and an Objects concept;

an Activities and Products group, including at least one relationship between an Activities concept and a Products concept;

a Symptoms and Objects group, including at least one relationship between a Symptoms concept and an Objects concept;

a Symptoms and Products group, including at least one relationship between a Symptoms concept and a Products concept; and

a Symptoms and Activities group, including at least one relationship between a Symptoms concept and an Activities concept.

39. (Original) The method of claim 37, further including obtaining a related concept to the at least one matched concept from a derived group that includes at least one of:

an Activities and Activities group, including at least one relationship between different Activities concepts;

an Objects and Objects group, including at least one relationship between different Objects concepts;

a Symptoms and Symptoms group, including at least one relationship between different Symptoms concepts; and

a Products and Products group, including at least one relationship between different Products concepts.

40. (Original) The method of claim 37, further including obtaining a related concept to the at least one matched concept from a derived group that includes at least one of:

at least one lexically-similar group, including at least one relationship between lexically similar concepts; and

at least one semantically-similar group, including at least one relationship between semantically similar concepts.

41. (Original) The system of claim 36, in which the primary groups consist only of Products, Activities, Symptoms, and Objects groups.

42. (Original) A computer-readable medium for performing the method of claim 36.

43-61. (Cancelled)